BTEC Assignment Brief

Qualifications	Pearson BTEC Level 3 International Subsidiary Diploma in Travel and Tourism Pearson BTEC Level 3 International Foundation Diploma in Travel and Tourism Pearson BTEC Level 3 International Diploma in Travel and Tourism Pearson BTEC Level 3 International Extended Diploma in Travel and Tourism
Unit number and title	**Unit 12: Investigating Overseas Working**
Learning aim	**A:** Investigate different types of tour operators, job roles and responsibilities involved in working overseas
Assignment title	Assignment 1: Focus on Working Overseas
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You are working in the reservations department of a large, integrated tour operator. You really enjoy your job but you have always dreamed of working abroad. Your manager says that she will help you to apply for a position with one of the company's overseas operations departments, but she will only support your application if you can prove that you fully understand what working away from home will involve. Your manager has asked you to carry out research and write a report that investigates the different types of tour operators, job roles and responsibilities involved in working overseas. Make sure that your report is well organised, uses industry vocabulary and shows off your great written communication skills!

Task 1	Your report must: ● Analyse the differences between two different types of tour operators working overseas in terms of their overseas staffing structures, accurately considering

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	key factors relating to differences in their staffing arrangements. ● Analyse the importance of the roles and responsibilities of overseas staff in relation to health, safety and security, explaining the potential impacts on health, safety and security overseas and making links to relevant legislation and trade associations. Give specific examples of tour operators and job types to support your explanation and analysis. ● Analyse the importance of the roles and responsibilities of overseas staff, explaining how they contribute to successful customer service and sales. Give specific examples of tour operators and job types to support your explanation and analysis. ● Comprehensively evaluate the contribution that overseas staff make to ensure a positive customer experience and overall organisational success. Consider, with valid examples; o their roles and responsibilities in enhancing the customer experience by proactively seeking to prevent problems, resolving situations and exceeding customer expectations o their roles and responsibilities in relation to relevant health, safety and security factors o the potential consequences of poor standards of customer care. You must use additional information, such as reviews or data to support your evaluation and draw justified conclusions on how overseas staff contribute to the overall image and financial success of the organisation.
Checklist of evidence required	● A written report

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
12/A.P1	Examine the staffing differences between two different types of tour operators or agents working overseas
12/A.P2	Explain how the roles and responsibilities of overseas staff potentially impacts on health, safety and security overseas
Unit 12/A.P3	Explain how the roles and responsibilities of overseas staff contribute to successful customer service and sales
12/A.M1	Analyse the importance of the roles and responsibilities of overseas staff in relation to health, safety, security, customer service and sales
12/A.D1	Evaluate the importance of the roles and responsibilities of overseas staff in ensuring a positive customer experience and overall

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	organisational success
Sources of information to support you with this Assignment	**Textbook** Dale, G. (2018) *Pearson BTEC National Travel and Tourism Student Book.* Harlow: Pearson **Websites** https://www.prospects.ac.uk/jobs-and-work-experience/working-abroad Prospects website; for comprehensive information connected to working around the world https://www.totaljobs.com/careers-advice/job-profile/travel-leisure-jobs/holiday-rep-job-description Total Jobs website; Holiday Representative job description https://www.prospects.ac.uk/job-profiles/holiday-representative Prospects website; Roles and responsibilities of Holiday Representatives https://www.abta.com/tips-and-advice/is-my-holiday-protected/new-package-travel-regulations For information on The Package Travel and Linked Travel Arrangements Regulations 2018 https://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents Gov.UK; For information on The Package Travel and Linked Travel Arrangements Regulations 2018 http://www.shponline.co.uk/thomas-cook-revises-health-and-safety-policy/ Safety and Health Practitioner website https://www.aito.com The Association of Independent Tour Operators website http://www.wanderlust.co.uk/tripfinder/operator/directory/a-z Wanderlust Travel Magazine website; A-Z of Independent Tour Operators (Operator Directory) http://www.tui.co.uk Tui website; an example of a mass market tour operator http://www.unitiv.com/intelligent-help-desk-blog/bid/103541/Top-10-Benefits-of-Quality-Customer-Service Unitiv website; Top 10 benefits of quality customer service http://www.lifehacker.co.uk/2015/04/22/sell-yourself-why-sales-skills-are-important-regardless-of-your-job-title Lifehacker UK website; Why sales skills are important regardless of your job title http://www.travelweekly.co.uk/articles/45761/special-report-how-tui-is-updating-the-role-of-holiday-reps Travel Weekly; Special Report – How TUI is updating the role of holiday reps

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	https://www.youtube.com/watch?v=6nMVW8AZL98 YouTube Video; TUI Group – A Career Overseas – Holiday Advisor
Other assessment materials attached to this Assignment Brief	N/A